

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Plans

Memorandum No: 05-92 MAA
Issued: October 17, 2005

From: Douglas Porter, Assistant Secretary
Medical Assistance Administration

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**Subject: Sign Language Interpreter Services: Clarification of coverage,
clarification of process for requesting services, and new list of approved
providers.**

Effective for dates of service on and after July 1, 2005, the department awarded new contracts to sign language interpreter service providers. MAA covers sign language interpreter services only when provided by a DSHS approved sign language service provider.

This memorandum:

- Clarifies when MAA covers and does not cover sign language interpreter services;
- Explains the process for requesting sign language interpreter services, what documentation is required, what to do about “no-shows” or “cancellations”; and
- Includes the new list of approved providers

When does MAA cover sign language interpreter services?

MAA covers sign language interpreter services when:

- The client is deaf, blind, and/or hard of hearing and is seeking covered services under their medical program; and
- The sign language interpreter services are provided by an approved sign language interpreter services provider (see list on page 4 of this memo).

When does MAA not cover interpreter services?

MAA does not cover interpreter services for:

- Inpatient hospital services (e.g., labor and delivery);
- Nursing facility services (covered by Aging and Disability Services Administration rates);
- Services provided by any other facility, agency or provider that is required by state or federal law, regulation, or rules to provide those services (e.g., public health agencies, public hospitals, and local health jurisdictions);
- Alcohol or other drug related treatment; or
- Community mental health centers, mental health clinics, or mental health institution services (covered by Regional Support Network Services).

How does healthcare provider request sign language interpreter services for a Medical Assistance client?

To request sign language interpreter services, contact an approved sign language interpreter services provider in your local area using the list found on page 4 of this memo. MAA pays for sign language interpreter services only when the services are provided by an approved sign language interpreter services provider.

Please request sign language interpreter services one to two (1-2) weeks in advance of the scheduled appointment time.

The sign language interpreter services provider will:

- Confirm availability for the appointment within 48 hours after receiving the request for services; or
- In the event of a request for an emergency appointment, confirm availability for the appointment within one hour.

What documentation is required?

The approved sign language interpreter services provider is required to bring a “Request for Sign Language Interpreter” (DSHS form 17-123A) to each sign language interpreter session and fill out their appropriate sections. To download DSHS forms, click the following link: http://www1.dshs.wa.gov/pdf/ms/forms/17_123a.pdf

The requester of interpreter services must also complete required sections (instructions for completion are located on the back of the form), validate the information, sign the form, and keep a copy of the form for your records.

Does MAA pay for “no shows” and/or cancellations?

“No shows” – A “no show” is a scheduled appointment time and date where the client or the healthcare provider does not show for the scheduled appointment. MAA pays the interpreter services provider for clients or healthcare providers “no-shows.”

Cancellations – MAA pays interpreter services provider for cancelled appointments when the interpreter services provider is given less than two business days or 48 hours notice. Please notify the interpreter services provider when appointments are cancelled to avoid MAA paying for services that have not been provided.

The interpreter services provider and requestor must complete the required documentation (see page 2 of this memo under “What documentation is required?”) to be paid by MAA for “no shows” or cancellations.

Who can bill for ASL interpreter services?

Only interpreter services providers can bill MAA for sign language interpreter services. See the list of interpreter services providers on page 4.

Resource Links:

The Office of Deaf and Hard of Hearing publishes “Guidelines – Matching Qualified Interpreter with Appointment Setting.” To download guidelines, click the link below.
<http://www1.dshs.wa.gov/pdf/hrsa/odhh/minterp.pdf>

To download the NAD-RID Code of Ethics, click the following link:

To download the DSHS Language Interpreter and Translator Code of Professional Conduct, click the following link:
<http://hrsa.dshs.wa.gov/download/Memos/2004Memos/CodeProfessionalConduct.pdf>

Approved Sign Language Interpreter Services Providers
(Last Updated: September 2005)

Counties Adams, Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Orielle, Spokane, Stevens, Whitman	
E WA Ctr. for the Deaf and Hard of Hearing (EWCDHH) http://www.ewcdhh.org/ Nancy Hockley	Phone: (509) 328-3728 (800) 214-3323 Fax: (509) 625-5268
Northwest Interpreters, INC http://www.nwiservices.com/ Vitaliy Marcus	Phone: (360) 566-0492 Fax: (360) 566-0453
Universal Language Services Allison Baruso	Phone: (888) 462-0500 (425) 454-8072 Fax: (877) 516-4347
Counties Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Yakima	
Northwest Interpreters, INC http://www.nwiservices.com/ Vitaliy Marcus	Phone: (360) 566-0492 Fax: (360) 566-0453
S.E. Washington Service Ctr. for the Deaf and Hard of Hearing (SEWSCDHH) http://www.cbpin.org Suzanne J. Washington	Phone: (509) 543-9644 Fax: (509) 543-3329
Counties Island, San Juan, Skagit, Snohomish, Whatcom	
Dynamic Language Center (Snohomish & Whatcom only) http://www.dlc-usa.com/ Tiffany McLaughlin, David Mowry	Phone: (206) 244-6709 TTY: (206) 431-5186 Fax: (206) 243-3795
ASL Professionals http://www.aslprofessionals.com/ Sandi Cruzan/Kari Owen	Phone: (253) 759-7653 Fax: (253) 761-8936
Sign Shares Seattle http://www.signshares.com Diana Friesen	Phone: (206) 334-0662 Fax: (713) 869-4373
SignOn Seattle http://www.signonasl.com/ Beth Schoenberg	Phone: (206) 632-7100 TTY: (206) 632-7200 Fax: (206) 632-0405
King County	
ASL Professionals http://www.aslprofessionals.com/ Sandi Cruzan/Kari Owen	Phone: (253) 759-7653 Fax: (253) 761-8963
Dynamic Language Center http://www.dlc-usa.com/ Tiffany McLaughlin, David Mowry	Phone: (206) 244-6709 TTY: (206) 431-5186 Fax: (206) 243-3795
Northwest Interpreters, INC http://www.nwiservices.com/ Vitaliy Marcus	Phone: (360) 566-0492 Fax: (360) 566-0453

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SignOn Seattle http://www.signonasl.com/ Beth Schoenberg	Phone: (206) 632-7100 TTY: (206) 632-7200 Fax: (206) 632-0405
Kitsap and Pierce Counties	
ASL Professionals http://www.aslprofessionals.com/ Sandi Cruzan/Kari Owen	Phone: (253) 759-7653 Fax: (253) 761-8963
Sarah Rasmussen	Cell: (253) 222-3725
Dynamic Language Center http://www.dlc-usa.com/ Tiffany McLaughlin	Phone: (206) 244-6709 Fax: (206) 243-3795
Roxie Andrews	Phone: (253) 861-5251
Northwest Interpreters, INC http://www.nwiservices.com/ Vitaliy Marcus	Phone: (360) 566-0492 Fax: (360) 566-0453
SignOn Seattle http://www.signonasl.com/ Beth Schoenberg	Phone: (206) 632-7100 TTY: (206) 632-7200 Fax: (206) 632-0405
Michael E. Kosanovich	Cell: (253) 686-6657 Pager: mekosanovich@tmail.com
Polly L. MacLean	Cell: (253) 381-3547 Pager: pollym@tmail.com
Counties Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Klickitat, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum	
Northwest Interpreters, INC http://www.nwiservices.com/ Vitaliy Marcus	Phone: (360) 566-0492 Fax: (360) 566-0453
SignOn Seattle http://www.signonasl.com/ Beth Schoenberg	Phone: (206) 632-7100 TTY: (206) 632-7200 Fax: (206) 632-0405
SignOn Oregon http://www.signonasl.com/SO-OR.htm Margot Jones	Phone: (503) 381-2363
Vicki A. Sweeney (Grays Harbor, Lewis, Mason & Thurston only)	Cell: (360) 701-3469 Pager: 3607013469@vtext.com
Dynamic Language Center (Mason & Thurston only) http://www.dlc-usa.com/ Tiffany McLaughlin	Phone: (206) 244-6709 Fax: (206) 243-3795
ASL Professionals Sandi Cruzan/Kari Owen	Phone: (253) 759-7653 Fax: (253) 761-8963
Verna Siegel	Cell: (360) 280-8112 Pager: 3602808112@vtext.com
Isabella Cobb	Cell: (360) 459-8076 Pager: (360) 709-3775

Please check MAA's Interpreter Services webpage at
<http://maa.dshs.wa.gov/InterpreterServices/> for updates to this list.

MAA's Provider Issuances

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.